



September 27, 2021

To Whom it May Concern:

I write today regarding the Department of Transportation's recent notice entitled "Reassignment of Schedules at Newark-Liberty International Airport". I appreciate the Department's efforts to ensure a competitive balance at Newark Liberty International Airport, however, we also want to ensure that these efforts to increase access do not negatively impact the overall customer experience by exacerbating Newark's known congestion and delay challenges. As the state's leading economic development organization, we very much see United as catalyst and economic engine to our state and region.

Congestion and delays can significantly impact travelers' plans, and ensuring customers are able to safely, efficiently and reliably travel is a critical consumer protection issue. Delays and cancellations cause disruptions to customers' itineraries that have the potential to cost hundreds or thousands of dollars – or to mean the difference between being present for or missing important meetings, milestones and family events. The FAA estimates that air travel delays nationwide cost passengers some \$33 billion in lost time in 2019, and Newark is consistently among the most negatively impacted. Newark has historically already been the nation's worst-performing airport for schedule reliability over much of the decade leading up to the outbreak of the COVID-19 pandemic, and we want the Department to provide assurances that adding more flights at Newark will not create gridlock or worsen the airport's poor record of on-time performance, particularly during peak hours, when disruptions can have a cascading effect.

We are also concerned about how a significant increase in congestion will negatively impact United Airlines' hub operations at Newark Airport. United's global gateway hub at Newark drives nearly \$9 billion in GDP each year in New Jersey alone and supports more than 80,000 jobs in the state directly and indirectly. The majority of United's Newark employees are unionized, with stable jobs offering wage growth that's higher by multiples than the private sector average. And the broad network of destinations United serves from Newark, including both unique international cities and many small and medium-sized U.S. communities, offers the New York/New Jersey region a level of connectivity that can only be supported by United's hub-and-spoke business model. As our economy recovers from the damage done by the COVID-19 pandemic, the type of benefits offered by United's Newark hub are an important part of the effort to build back better.



Unfortunately, the footprint of Newark Airport's location is maxed out, and its constrained capacity cannot be increased by adding more runways. There is simply nowhere to put one. This means the solution to the delays that plague Newark can only come through congestion

mitigation measures. Given the stakes involved in getting this right, we urge the Department to remain focused on Newark's on-time performance and not to allow its decision to reallocate the former Southwest capacity to jeopardize the airport's vital role in the economic recovery of the New York/New Jersey region and of the nation as a whole.

I welcome the opportunity to discuss further if you'd like.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Jose Lozano', is positioned above the typed name.

Jose Lozano
President and CEO

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